

Team Georgia Grows Again!

Five more agencies have joined the Governor's Customer Service Initiative:

- State Accounting Office, Champion Renee Wheeler
- Dept. of Early Care and Learning, Champion Cindy Tharp
- Dept. of Labor, Champion Ashley Howard
- Professional Standards Commission, Champion Phil Blackwell
- State Board of Workers' Compensation, Champion Kathy Oliver

Georgia State Debuts "Mega" Customer Service

Georgia State University students now enjoy fewer lines and shorter waits for help with key student services. A new "Mega One Stop Shop" event, offered the first two weeks of each semester, brings students together with trained Enrollment Services specialists in a central location.

The "regular" One Stop Shop, launched in Fall 2005, is open year-round in several locations on campus. Students can speak with one of eight full-time specialists who are trained and empowered to help with a variety of needs, including financial aid, registration, student records, accounts and transcripts. The "Mega" event, held in the Student Center, adds such start-of-the-semester services as housing, parking, ID cards, immunizations, book orders and advisement.

"Before, students had to visit multiple offices, and specialists were trained in only one area," said Cherise Peters, Assistant VP for Enrollment Services and University Registrar. "We changed our organizational structure and pro-

cesses to focus on the customer – our students."

The One Stop Shop serves about 1,100 students a month, with wait times typically fewer than two minutes. Staffers also take email questions, answering 3,000 a month within one business day.

This effort is just one part of Georgia State's customer service enhancement plan. "Georgia State is committed to being a university that puts students first, and this initiative works toward that goal," said Nannette Commander, Assistant VP for Recruitment and Retention and Georgia State's appointed Customer Service Champion.

The One Stop Shop enjoys a 97% satisfaction rating based on student surveys, but Peters' team won't rest on their laurels. In addition to online, email and in-person services, they'll open a phone bank this April, with eight more full-time staff manning the phones. At next fall's "Mega" event, they'll add a pick-up point for books ordered online.



Georgia State's One Stop Shop staff members greet students promptly and courteously, providing faster, friendlier and easier student services.

Change Agents & Agencies

DOD: Where Serving Georgia's Soldiers Matters!

The Georgia Department of Defense (DOD) is focusing on its customers: the soldiers of the Georgia Army National Guard and their families. "Customer service must always be the cornerstone of all governmental interaction with the citizens," said Lt. General David B. Poythress, head of DOD.

DOD recently upgraded its process and facilities for **issuing military ID cards more quickly and easily** to soldiers, retirees and dependents.

The card issuance site, located near Fort Gillem at the Oglethorpe Armory headquarters of the Army Guard, receives consistently favorable comments. The soldiers responsible for issuing ID cards report improved cycle times and a reduced error rate.



Inspiration for such customer service improvements comes from the Georgia Army National Guards' **"Soldiers Matter" creed**, a statement of commitment and support to soldiers and their families:

I KNOW THAT YOU ARE THE MOST IMPORTANT PERSON ENTERING OUR FACILITY.

I UNDERSTAND YOU ARE NOT INTERRUPTING MY WORK.

I UNDERSTAND YOU ARE THE REASON I SERVE.

I UNDERSTAND THAT SERVICE IS YOUR ENTITLEMENT.

I WILL PROVIDE YOU THE BEST SERVICE FOR YOUR NEEDS.

I WILL PROVIDE SERVICE AS EXPEDITIOUSLY AND COURTEOUSLY AS POSSIBLE.

I WILL TAKE CARE OF THE SOLDIER.

THAT IS WHY I AM HERE:
SOLDIERS MATTER.

Agencies Recognize Employee Customer Service

Dept. of Human Resources: "Right Work, Right Way"

DHR Commissioner B.J. Walker encourages her 19,000 employees to do the right thing to best serve their customers. DHR's new **Right Work, Right Way** employee incentive program offers agency-wide recognition and a cash reward to staff who deliver service above and beyond the expectations of the job or suggest procedural improvements that result in faster, friendlier, easier service.

Any DHR employee may be nominated for this award on a quarterly basis. For the program's "kick-off" quarter, DHR received 75 nominations. Forty-six finalists each took home a \$100 lump-sum reward in thanks for their exemplary service.

Here are excerpts from two of the 46 winning nominations:

From the Division of Public Health:

"She anticipated the needs of our parasitology supervisor by assisting in the preparation for laboratory inspections. She implemented and updated maintenance records for our microscopes, quality control records for our stains, and maintenance records for our refrigerator and freezer. Because of her assistance, we were able to pass state and federal licensure inspections. In fact, **inspectors used examples of her maintenance records as suggestions for improvement for other areas of the laboratory.**"

From the Division of Family & Children Services:

"Recently, a TANF (Temporary Assistance for Needy Families) applicant with three children was evicted from her apartment and not allowed to get their personal belongings. The case worker learned that this customer was working until she had a seizure at work and lost her job. The family had some non-perishables from the food bank but no can opener or cookware with which to prepare those items and no milk, bread, eggs, etc. **The case worker purchased the food items and found resources to provide cookware and other kitchen necessities, which she delivered to the customer.**"

Interested in offering a program like this in your agency? Contact DHR Champion Malika Reed for ideas at mtreed@dhr.state.ga.us. GMS approval is required for monetary awards.

Dept. of Revenue Taxpayer Services Honored For Quarterly Results



The Call Center staff reached quarterly goals. They will partner with OCS for more call center and rapid process improvement. Front row: Manager Darcy Pyle, Joanne Smaw Asomugha, Sharonda Gordon, Gwendolyn Woods. Middle Row: Director Denise Samuel, Carla Williams, Janice Bridges, Patricia Jones, Joy Durrah, Taabilah White, Linda Sadberry. Back row: Soneka Morton, Supervisor Deloris Maxwell, Miaysha Kendrick, Dionne Rice, Daryl Martel, Carolyn Pitts, Angela Campbell, Trina Evans.

Banking & Finance Recognizes and Remembers Outstanding Service

The Georgia Department of Banking & Finance (DBF) has incorporated a special customer service award in its newly updated employee recognition program. The **Jenny Neville Customer Service Award** will be presented to one employee this summer in memory of a colleague who passed away in 2006.

Neville had recently retired from DBF with more than 24 years of service. She consistently demonstrated great care and responsiveness in assisting customers throughout her career. She was honored in 2004 with DBF's customer service award.

"We thought it was fitting to name our new customer service award after

a beloved employee who spent a great deal of her career providing professional and exceptional service to Georgia citizens," said DBF Customer Service Champion Carol Webb.

In addition to the award in Jenny's name, DBF will recognize outstanding employee performance in leadership, community service and "gold medal" efforts. A humor award will highlight the lighter moments of the past year.

DBF staff members are currently nominating their peers. DBF leadership will select winners to be honored at a department conference in July.

Customer Service on the Web



Visit our newly updated section on the Team Georgia Connection website. You'll find information about the Governor's Customer Service Initiative, news and success stories from state agencies and educational institutions, and downloadable graphics. You can also nominate a "Customer Service Hero."

Go to team.georgia.gov and click on the "Customer Service" tab.

Governor's Office of Customer Service

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